DEPARTMENT OF HEALTH AND HUMAN SERVICES
Centers for Medicare & Medicaid Services

Medicare Learning Network

Official CMS Information for
Medicare Fee-For-Service Providers

The Basics of Internet-based Provider Enrollment, Chain and Ownership System (PECOS) for Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS) Suppliers

PROVIDER–SUPPLIER ENROLLMENT FACT SHEET SERIES

Internet-based Provider Enrollment, Chain and Ownership System (PECOS) is the electronic Medicare enrollment system by which providers and suppliers can submit Medicare enrollment applications, view and print enrollment information, update enrollment information, complete the re-enrollment process, voluntarily withdraw from the Medicare Program, and track the status of a Medicare enrollment application that was submitted in the system. This fact sheet provides education to Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS) suppliers on how to use Internet-based PECOS to enroll in the Medicare Program and includes a list of Frequently Asked Questions (FAQs).

The enrollment data for all active DMEPOS suppliers has moved from the enrollment system at the National Supplier Clearinghouse-Medicare Administrative Contractor (NSC-MAC) into Internet-based PECOS. This move establishes enrollment records in PECOS for all active DMEPOS suppliers. PECOS currently contains the enrollment records for all other Medicare Fee-For-Service (FFS) providers and suppliers. With the movement of the DMEPOS supplier enrollment records into PECOS, the system now contains the enrollment information for all Medicare FFS providers and suppliers.

Medicare Enrollment Application Submission Options

Internet-based PECOS provides the capability to accommodate the submission of a DMEPOS supplier enrollment application. Although suppliers are permitted to submit a paper enrollment application, it is easier and quicker to use Internet-based PECOS to submit an enrollment application. Internet-based PECOS is located at https://pecos.cms.hhs.gov/pecos/login.do on the Centers for Medicare & Medicaid Services (CMS) website.

Steps That Must Be Taken by DMEPOS Suppliers to Obtain Access to Internet-based PECOS

Individual DMEPOS Suppliers (i.e., sole proprietorships)

Physicians and non-physician practitioners who are DMEPOS suppliers may access Internet-based PECOS by using the User IDs and passwords established when applying via the Internet to the National Plan and Provider Enumeration System (NPPES) for National Provider Identifiers (NPIs). If you did not establish a User ID and password at that time (for example, you may have submitted a paper NPI application to the NPI Enumerator and had no reason to establish a User ID and password), you may do so now by going to https://nppes.cms.hhs.gov/NPPES and following the directions on the screens. If you have forgotten your User ID or password, or if you need assistance accessing NPPES to establish your User ID and password, you may contact the NPI Enumerator at 1-800-465-3203, or send an e-mail to customerservice@npienumerator.com.

Organization DMEPOS Suppliers (i.e., corporations)

A number of steps must be completed before any enrollment action can be taken by an individual using Internet-based PECOS on behalf of a DMEPOS supplier that is an organization. These steps begin with the Authorized Official (AO) of the DMEPOS supplier organization. These steps will register and authenticate the AO of the DMEPOS supplier organization and the individual(s) who will be using Internet-based PECOS on behalf of the DMEPOS supplier organization.

AO of the DMEPOS Supplier:

1. The AO of the DMEPOS supplier organization should go to Internet-based PECOS at https://pecos.cms.hhs.gov in order to register in the PECOS Identification and Access (PECOS I&A) system. The AO must meet the regulatory definition of an "authorized official" found at 42 Code of Federal Regulations (CFR) Section 424.502. Once the I&A process is successfully completed, the AO may use Internet-based PECOS. However, most AOs of large DMEPOS supplier organizations will want to delegate this responsibility to an individual who is either employed by the DMEPOS supplier organization or who is employed outside the DMEPOS supplier organization.

   a. The AO will create a PECOS User ID and password as part of this registration process.

      NOTE: User IDs and passwords are secure data and should not be shared. Do not use dates of birth or Social Security Numbers (SSNs) or any other personal identification information as or within a User ID or password.

   b. The AO will provide the requested information to CMS.

   c. The CMS External User Services (EUS) Help Desk will verify the information furnished by the AO.

2. If the AO is approved by the CMS EUS Help Desk, he or she will receive an e-mail notification to that effect from the CMS EUS Help Desk.

3. For security reasons, the AO should change his or her PECOS password periodically – at least once a year. User IDs cannot be changed.

NOTE: The AO also approves the individual (or individuals) who will use Internet-based PECOS on behalf of the DMEPOS supplier organization.

Therefore, after the AO has been approved by the CMS EUS Help Desk, the AO should periodically check his or her e-mail to take the actions requested by the CMS EUS Help Desk.

NOTE: The CMS EUS Help Desk can be contacted at 1-866-484-8049, or send an e-mail to EUSSupport@cgi.com for assistance.

Individuals Who Will Use Internet-based PECOS on Behalf of a DMEPOS Supplier That Is an Organization:

1. An individual who will use Internet-based PECOS on behalf of a DMEPOS supplier organization will go to Internet-based PECOS at https://pecos.cms.hhs.gov to register in the PECOS I&A system.

   a. The individual will create a PECOS User ID and password as part of this registration process.

      NOTE: User IDs and passwords are secure data and should not be shared. Do not use dates of birth or SSNs or any other personal identification information as or within a User ID or password.

   b. The individual will provide the requested information to CMS. This will include information about the individual's employer and the DMEPOS supplier organization on whose behalf the individual will submit enrollment applications. (If the individual is employed by the DMEPOS supplier, then the information entered for the employer will be the same as that entered for the DMEPOS supplier organization.)

   c. The AO will approve the individual by responding to a system-generated e-mail from the CMS EUS Help Desk.

   d. Once the individual's request for access is approved, the individual is considered a PECOS user.

2. As a PECOS user, the individual may log on to Internet-based PECOS to submit an enrollment application on behalf of the DMEPOS supplier organization. The user will also be able to view the enrollment record of an enrolled DMEPOS supplier organization.

3. If the Security Consent Form has not already been generated and approved, the user will download and print the Security Consent Form from Internet-based PECOS. The individual will ensure the form is completed and will obtain the signature, and the date signed, from the AO of the DMEPOS supplier organization and of the representative of the individual's employer, which is referred to as the "Employer Organization" in the Security Consent Form and who, by virtue of its representative signing and dating the Security Consent Form, is requesting approval to submit enrollment applications on behalf of the DMEPOS supplier organization.
(If the individual is employed by the DMEPOS supplier itself, then the information entered for the employer organization would be the same

as that entered for the DMEPOS supplier organization; therefore, the AO would sign and date the form in two places.) The individual will mail the completed, signed, and dated Security Consent Form to the CMS EUS Help Desk.

4. If the Security Consent Form is approved by the CMS EUS Help Desk, the AO of the DMEPOS supplier will receive an e-mail notification to that effect from the CMS EUS Help Desk.

   NOTE: The Security Consent Form cannot be approved if the AO of the DMEPOS supplier organization is not already identified and approved by the PECOS I&A system.

   NOTE: The Security Consent Form is completed only one time to establish the relationship between the DMEPOS supplier organization and the employer organization whose employee(s) would submit enrollment applications on behalf of that DMEPOS supplier organization. More than one individual may request access to Internet-based PECOS for a given DMEPOS supplier organization, but the Security Consent Form is generated and completed by the first approved user who logs on to Internet-based PECOS to submit an enrollment application for the given DMEPOS supplier. A Security Consent Form must be completed, signed, dated, and mailed to the CMS EUS Help Desk even if the user is employed by the DMEPOS supplier organization.

5. For security reasons, the user should change his or her PECOS password periodically – at least once a year.

   NOTE: The CMS EUS Help Desk can be contacted at 1-866-484-8049, or send an e-mail to EUSSupport@cgi.com for assistance.

The process described above may take several weeks to complete. Therefore, if a DMEPOS supplier organization has an urgent need to enroll, re-enroll, or update its enrollment information and the process described above has not been initiated, the organization may choose to submit the updates by completing a paper Medicare enrollment application Form CMS-855S and mailing it to the NSC-MAC.

Using Internet-based PECOS to Initiate an Enrollment Application for a DMEPOS Supplier

A PECOS user is either a DMEPOS supplier who is an individual, such as a physician, or is an individual who has registered in and been approved by the PECOS I&A system,

and who has been approved by the AO of a DMEPOS supplier organization (e.g., a corporation) to perform enrollment work for that DMEPOS supplier organization.

As a PECOS user, you must follow these steps when using Internet-based PECOS to submit an enrollment application:

1. Log on to Internet-based PECOS at https://pecos.cms.hhs.gov on the CMS website.

2. From the "My Home" or "My Enrollments" pages in Internet-based PECOS, initiate an enrollment application by selecting an existing enrollment or an initial enrollment. Since Internet-based PECOS is a scenario-driven system, it will present a series of questions to retrieve only the information needed to process the specific enrollment scenario.

3. Once Internet-based PECOS determines the scenario, the "Enrollment Overview" page summarizes the task that you are about to begin and allows you to confirm that it is the correct task. To complete the task, simply enter the required information by navigating through the screens that are displayed.

4. At the end of the data entry process, Internet-based PECOS:

   • Ensures that all required data have been entered.

   • Provides you with the option of printing a copy of the enrollment application. CMS recommends that a copy be printed and retained for your records.

   • Displays a list of any required paper documentation that must be mailed to the NSC-MAC (e.g., the Internal Revenue Service [IRS]-generated CP-575, the Form CMS-588 Electronic Funds Transfer (EFT) Authorization Agreement).

     NOTE: The NSC-MAC will notify you if any additional information is required. To ensure timely processing of your enrollment application, please do not delay in furnishing the NSC-MAC with the required supporting documentation.

   • Prompts you to print the two-page Certification Statement. The Certification Statement must be printed, signed (an original signature, with blue ink recommended), and dated by the individual DMEPOS supplier (if a sole proprietor) or by the AO of a DMEPOS supplier organization. The signed and dated Certification Statement must be mailed to the NSC-MAC as soon as possible after the enrollment application is submitted over the Internet; ideally, within one week after submitting the application over the Internet. Any required supporting documentation may be sent along with the Certification Statement. The effective date of filing an Internet-based PECOS enrollment application is the date the signed and dated Certification Statement is received by the NSC-MAC.

   • Displays the name and mailing address of the NSC-MAC.

     NOTE: The NSC-MAC is not permitted to begin processing an Internet-submitted enrollment application without the signed and dated Certification Statement. Failure

to send the signed and dated Certification Statement to the NSC-MAC in a timely manner may result in the application being rejected or its processing delayed.

- Electronically transmits the enrollment application. (The user who electronically submits an enrollment application using Internet-based PECOS should **not** mail a copy of the printed enrollment application to the NSC-MAC; that copy is for your records.)

- Sends an e-mail to you indicating that the enrollment application was successfully transmitted to the NSC-MAC. Please note that you still need to ensure the timely mailing of the signed and dated Certification Statement to the NSC-MAC in order for the NSC-MAC to begin to process the enrollment application. Mail any required supporting documentation as well. In addition, CMS and its contractors will not be able to process any applications without the proper application fee having been paid and credited to the United States Treasury or an approved hardship exception.

5. Once the enrollment application is electronically submitted, it is "locked," meaning the data cannot be edited by you unless the NSC-MAC returns the enrollment application to you electronically via e-mail through Internet-based PECOS for corrections.

Checking the Status of an Enrollment Application Using Internet-based PECOS

If you submitted an enrollment application using Internet-based PECOS, you may log on to Internet-based PECOS **15 days or more after the electronic submission of the enrollment application** to check the status of the application. One of these four application statuses will be displayed:

1. **Received by the NSC-MAC** – A user successfully submitted an electronic enrollment application to the NSC-MAC.

   NOTE: The NSC-MAC is not permitted to begin to process an electronically-submitted enrollment application without receipt of the signed and dated (original signature, preferably in blue ink) Certification Statement.

2. **Reviewed by the NSC-MAC** – The NSC-MAC is reviewing the enrollment application.

3. **Returned for Additional Information** – The NSC-MAC has returned the application to you for additional information. You should respond to any requests from the NSC-MAC as soon as possible, but within 30 days of the request. A user who does not respond timely to the NSC-MAC's request for information will cause the application processing to be delayed or cause the application to be denied or rejected.

4. **Approved or Rejected** – The NSC-MAC has processed the enrollment application and the final status will be displayed.

Resources

- For more information about the Medicare enrollment process, visit the Medicare Provider-Supplier Enrollment web page at http://www.cms.gov/MedicareProviderSupEnroll on the CMS website.

- To access Internet-based PECOS, visit https://pecos.cms.hhs.gov/pecos/login.do on the CMS website. To report an Internet-based PECOS navigation, access, or printing problem, contact the CMS EUS Help Desk at 1-866-484-8049, or send an e-mail to EUSSupport@cgi.com.

- Please contact the designated NSC-MAC for your State about any additional questions regarding the Medicare enrollment process. Medicare provider enrollment contact information for each State can be found at http://www.cms.gov/MedicareProviderSupEnroll/downloads/contact_list.pdf on the CMS website.

The following pages contain Frequently Asked Questions (FAQs) and answers about Internet-based PECOS for DMEPOS suppliers.

Internet-based PECOS for DMEPOS Suppliers Frequently Asked Questions (FAQs)

General Information

What are the advantages of Internet-based PECOS?

The primary advantages of Internet-based PECOS are to:

- Reduce the time necessary for you to enroll or make a change in your Medicare enrollment information;
- Streamline the Medicare enrollment process for you;
- Allow you to view your Medicare enrollment information to ensure that it is accurate; and
- Reduce the administrative burden associated with completing and submitting enrollment information to Medicare.

What information will I need before I begin to complete the enrollment via Internet-based PECOS?

Below is a list of the types of information needed to complete an initial enrollment action using Internet-based PECOS. This information is similar to the information needed to complete a paper Medicare enrollment application (Form CMS-855S).

- The legal business name of the DMEPOS supplier;
- The Taxpayer Identification Number (TIN) of the DMEPOS supplier;
- The NPI of the DMEPOS supplier;
- If already enrolled, the NSC Number (sometimes referred to as the Provider Transaction Access Number [PTAN] or the Medicare identification number) of the DMEPOS supplier;
- Current practice location address;
- Accreditation information;
- Information about the products and services you will offer and the applicable business and professional license(s);
- Information about any final adverse action(s), including felony convictions, previous Medicare revocations, and exclusions;

- Surety bond information;

- Ownership information;

- Liability insurance information; and

- Bank account information, to be reported on the Electronic Funds Transfer (EFT) Authorization Agreement (Form CMS-588) if your DMEPOS supplier is newly enrolling or is enrolled but is not already receiving Medicare payments via electronic funds transfer.

Am I required to complete and submit enrollment applications via Internet-based PECOS?

No. You continue to have the option of completing and mailing the paper Medicare enrollment application (CMS-855S) to the NSC-MAC.

Whom do I call if I have a general DMEPOS supplier enrollment question?

Contact the NSC-MAC. The NSC-MAC is CMS' designated national enrollment contractor for DMEPOS suppliers.

Are there any processing limitations for Internet-based PECOS?

While Internet-based PECOS supports most Medicare enrollment application actions, there are some limitations. A DMEPOS supplier **cannot** use Internet-based PECOS to:

- Change a DMEPOS supplier's legal name or SSN, or

- Change an existing business structure. For example, Internet-based PECOS cannot be used to:
  - Change the business structure from a Professional Association (PA), Professional Corporation (PC), or Limited Liability Corporation (LLC) to a sole proprietorship; or
  - Change the business structure from a sole proprietorship to a PA, PC, or LLC.

What types of enrollment applications can I submit using Internet-based PECOS?

You can submit five basic enrollment actions via Internet-based PECOS. They are:

1. Establish a new enrollment record – This occurs when you are newly enrolling in Medicare.

2. Make a change to information in an existing enrollment record – This occurs when you have an existing enrollment record in PECOS and are reporting a change of information to that record.

3. Complete the re-enrollment process.

4. Reactivate enrollment – This occurs when you reactivate an existing enrollment record that had been deactivated.

5. Voluntarily withdraw from Medicare – This occurs when a DMEPOS supplier takes the action to withdraw from the Medicare Program.

What is a reportable event?

A reportable event is any change that affects information in a Medicare enrollment record. A reportable event may affect claims processing, claims payment, or your eligibility to participate in the Medicare Program. DMEPOS suppliers are required to report changes within 30 days of the reportable event.

For a list of reportable events, go to the Medicare Provider-Supplier Enrollment web page at http://www.cms.gov/MedicareProviderSupEnroll on the CMS website and review the applicable Reportable Event Fact Sheet, which is available under the "Downloads" section.

What days and times will Internet-based PECOS be available?

Internet-based PECOS is available from 5:00 a.m. to 1:00 a.m. Eastern Time, Monday through Saturday.

Application Fee, Certification Statement, and Supporting Documentation

Do I need to pay an application fee?

Yes. Effective March 25, 2011, all institutional providers of medical or other items or services or suppliers, including DMEPOS suppliers, must pay an application fee. ("Institutional provider" includes any provider or supplier that submits a paper Medicare enrollment application using Form CMS-855A, Form CMS-855B [not including physician and non-physician practitioner organizations], Form CMS-855S, or the associated Internet-based PECOS enrollment applications). Application fees do not apply to physicians, non-physician practitioners, physician organizations, and non-physician organizations. The application fee will vary from year to year.

NOTE: CMS and its contractors will not be able to process any applications without the proper application fee having been paid and credited to the United States Treasury or an approved hardship exception. If the fee or hardship exception is not submitted with the CMS enrollment, the application will be rejected or billing privileges revoked (as applicable). The provider or supplier must pay the application fee electronically through http://www.pay.gov on the Internet, via credit card or debit card. CMS will provide to Medicare enrollment contractors, on a regular basis, a listing of providers and suppliers that have paid an application

fee. However, providers and suppliers are strongly encouraged to submit a copy of their http://www.pay.gov receipt of payment with their application. Requests for hardship exceptions should be submitted to the NSC-MAC. CMS will make a determination on whether to grant the request on a case-by-case basis.

What is the Certification Statement?

The two-page Certification Statement lists requirements that you as a DMEPOS supplier must meet and maintain in order to bill the Medicare Program. The Certification Statement is generated when you use Internet-based PECOS. It contains the information found in Section 14 of the paper enrollment application Form CMS-855S. Read these requirements carefully. By signing and dating the Certification Statement, you are attesting to having read the requirements and understand them.

Is there additional information that I need to send to the NSC-MAC other than the electronically submitted application?

Yes. Along with the signed and dated Certification Statement, you may need to submit certain supporting documentation, such as a copy of the CP-575 that was issued by the IRS and a completed Form CMS-588.

NOTE: The required supporting documentation is the same whether a supplier submits a paper Medicare enrollment application Form CMS-855S or an Internet-based PECOS application.

When you submit the Medicare enrollment application for the DMEPOS supplier using Internet-based PECOS, you will see the "Mailing Instructions, Print/Save Materials" page. This page lists the Certification Statement and the supporting documentation required to be mailed to the NSC-MAC in order to complete the enrollment action.

NOTE: The signed and dated Certification Statement must be mailed to the NSC-MAC immediately, ideally no later than one week after submitting the application over the Internet. The NSC-MAC is not permitted to begin processing an application submitted via Internet-based PECOS until it receives the signed and dated Certification Statement. In addition, the effective date of filing of an Internet-based PECOS enrollment application is the date the signed and dated Certification Statement is received by the NSC-MAC for an enrollment application that has been successfully submitted to the NSC-MAC via Internet-based PECOS. The signature must be an original signature and in ink (blue ink is recommended). Copied or stamped signatures will not be accepted.

What are the penalties for falsifying information when using Internet-based PECOS?

During the Internet-based PECOS application submission process, the "Penalties for Falsifying Information" page, which has the same text as that on the paper Medicare enrollment application, informs you of the consequences of

providing false information on the enrollment application. You must acknowledge the "Penalties for Falsifying Information" page by clicking the "Next Page" button before continuing with the Internet submission process.

How will I know if I have successfully submitted the enrollment application?

Once the Internet application has been electronically submitted, the "Submission Receipt" page will appear. This page informs you that the Internet application has been submitted for processing. The "Submission Receipt" page reminds you that the Certification Statement must be signed and dated by the AO of the DMEPOS supplier or by the DMEPOS supplier who is an individual (e.g., a physician), and that the Certification Statement and the supporting documentation must be mailed to the NSC-MAC. Internet-based PECOS sends a notification to each e-mail address listed in the Contact Person information section of the application as a reminder.

Enrollment Application Issues

I received an "Invalid Address" error. How do I resolve this error?

An "Invalid Address" error indicates that the address entered was inconsistent with the United States Postal Service addresses. This page allows you to continue by either saving the address that you entered or by selecting the address that Internet-based PECOS displays.

What is the Special Payments address?

Since Medicare claims payments will be made by electronic funds transfer, the Special Payments address should indicate where all other payment information (e.g., paper remittance notices, special payments) should be sent.

Should I keep a copy of the enrollment application?

Yes. You can print a copy for your records when using Internet-based PECOS. **Do not** mail a paper copy of the enrollment application to the NSC-MAC. The copy that the system allows you to print is intended for your own records.

Will I be timed out when using Internet-based PECOS?

As a security feature, you may be timed out if you are inactive (that is, you do not hit any keys) for a period of 15 consecutive minutes. The system will warn users of the

inactivity and if no response is received after five additional minutes, the user is logged off automatically. If you are in the process of completing an application in Internet-based PECOS and need to tend to something else, you should save your work. If you do not save your work and are timed out, you will have to restart the process from the beginning.

Whom do I contact if I cannot remember the password I established to use for Internet-based PECOS?

You should contact the CMS EUS Help Desk at 1-866-484-8049, or send an e-mail to EUSSupport@cgi.com for assistance.